



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**McLeodUSA Telecommunications Services, L.L.C.**  
**PAETEC Business Services**  
**for quarter ending December 31, 2012**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.40	10.00	9.40	9.60
B. Operator Answer Time - Information [730.510(a)(1)]	9.40	10.00	9.40	9.60
C. Repair Office Answer Time [730.510(b)(1)]	241.00 *	468.00 *	229.00 *	312.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	70.40 *	109.40 *	185.30 *	121.70 *
E. Percent of Service Installations [730.540(a)]	93.10%	96.20%	100.00%	95.80%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	97.60%	98.80%	96.10%	97.50%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.70	0.60	0.50	0.60
H. Percent Repeat Trouble Reports [730.545(c)]	5.40%	8.60%	12.20%	8.40%
I. Percent of Installation Trouble Reports [730.545(f)]	8.20%	7.50%	9.80%	8.40%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

#### Comments

Hurricane Sandy caused the increase in the Repair Office Average Answer times. The moving of several agents to a new group and a delay in back filling those positions caused the increase in the Business or Customer Service Average Answer times.



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

---

**McLeodUSA Telecommunications Services, L.L.C.**  
**PAETEC Business Services**  
**for quarter ending December 31, 2012**